



Department of Development and Environmental Services

Performance Measures Baseline Data 2000-2002

MEASURE DESCRIPTION	Year-end 2000	Year-end 2001	Year-end 2002
Residential building permit applications received	4,357	4,115	5,160
Commercial building permit applications received	658	541	540
Building Services performance against statutory timelines	92%	91%	94%
Pre-subdivision applications received	83	76	47
Building inspection appointments made within the 24-hour standard	N/A	N/A	93%
Visits to the DDES web site (in thousands)	199	287	473



Department of Development and Environmental Services

Performance Measures 2003 Data

MEASURE DESCRIPTION	1 st Quarter 2003	2 nd Quarter 2003	3 rd Quarter 2003	2003 Annual Target
Residential building permit applications received	1,156	2,437	3935	N/A ¹
Commercial building permit applications received	124	297	415	N/A ¹
Building Services performance against statutory timelines	94%	94%	94%	>90%
Pre-subdivision applications received	8	30	41	N/A ¹
Building inspection appointments made within the 24-hour standard	97%	96%	96%	95%
Individual visits to the DDES web site (in thousands)	240	528	711	N/A ¹

1st Quarter includes cumulative data January – March 2003.

2nd Quarter includes cumulative data January – June 2003.

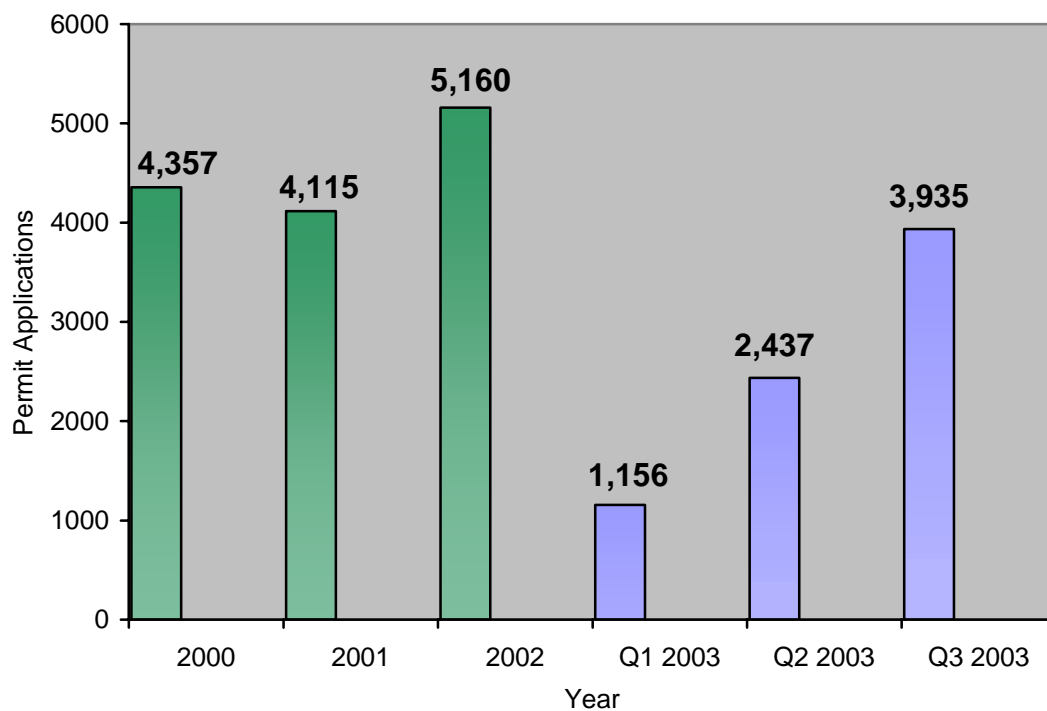
3rd Quarter includes cumulative data January – September 2003.

¹ Measures designated as having no target generally involve an activity or outcome that is affected or influenced by external factors outside of the department's control. This typically includes INPUT measures related to the demand for a service, and other activities that depend upon some initiating action from the public/customer/constituent.



Department of Development and Environmental Services

Measure: Residential building permit applications received



What does this measure tell us?

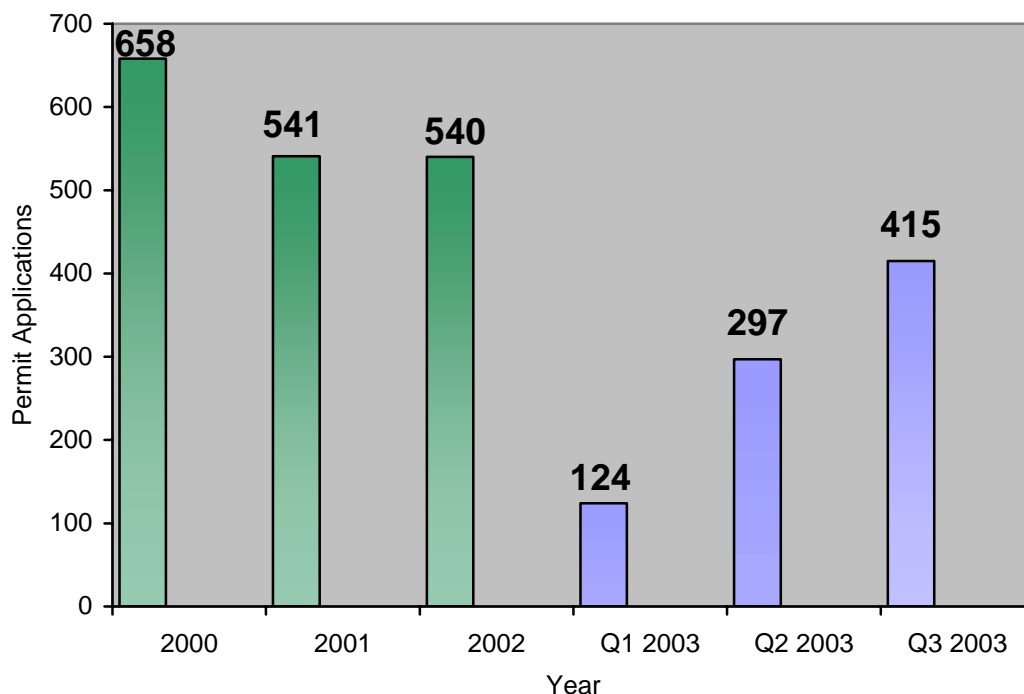
Building permit applications are a key economic indicator. The volume of residential permits indicates consumer confidence, health of the construction industry and potential revenue levels for this department and other King County revenue funds. First quarter data for 2003 suggests that the demand for housing permits remains strong in King County, continuing the trend started in spring 2002. Second quarter cumulative numbers show continued strength in the “residential sector.” The volume conforms to the amount forecast by the Department for both staffing and revenue.

Goal being measured: Promote quality communities and protect the natural environment by consistently applying regulations and developing regulatory improvements.



Department of Development and Environmental Services

Measure: Commercial building permit applications received



What does this measure tell us?

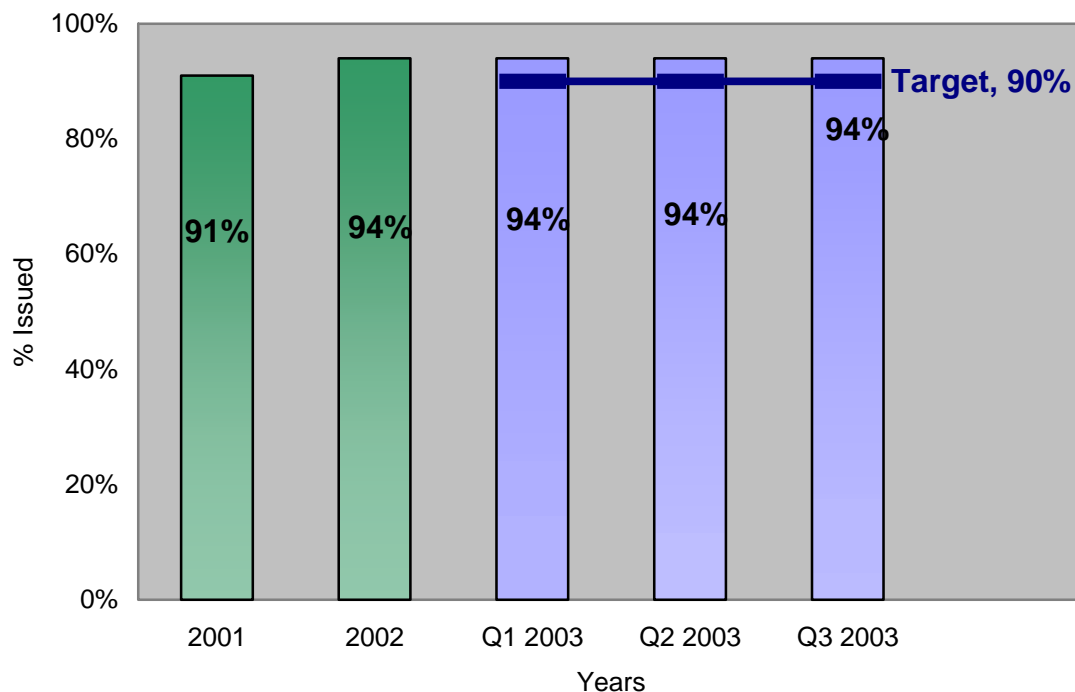
Commercial building activity typically lags residential building activity in a recovering economy. It tends to precede residential building permit activity in a declining economy. As a result, commercial building permit activities within in King County can be viewed as one predictor of a declining economy and one affirmation of a recovering economy. Q1 2003 applications (124) suggest that a recovery in the commercial sector started in December 2002. The cumulative total of 297 for the second quarter suggests a continuation of the trend.

Goal being measured: Promote quality communities and protect the natural environment by consistently applying regulations and developing regulatory improvements.



Department of Development and Environmental Services

Measure: Building Services performance against statutory timelines



What does this measure tell us?

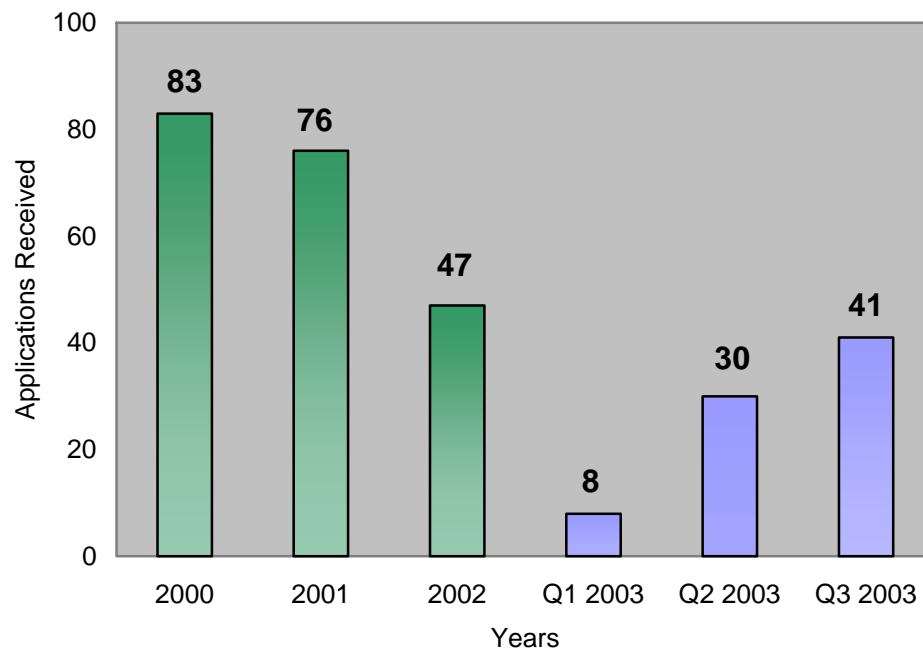
Unlike measures reporting the volume of permit activity (which measures are typically used to help predict workload, revenues and the health of the local economy) this measure illustrates the performance achievement of the department. The department is able to meet statutory guidelines consistently above its target level of 90 percent. This means that over 90 percent of the building permits submitted for new construction is approved within statutory time-frames. Approval times range from 15 to 120 days.

Goal being measured: Deliver dependable customer service.



Department of Development and Environmental Services

Measure: Pre-subdivision applications received



What does this measure tell us?

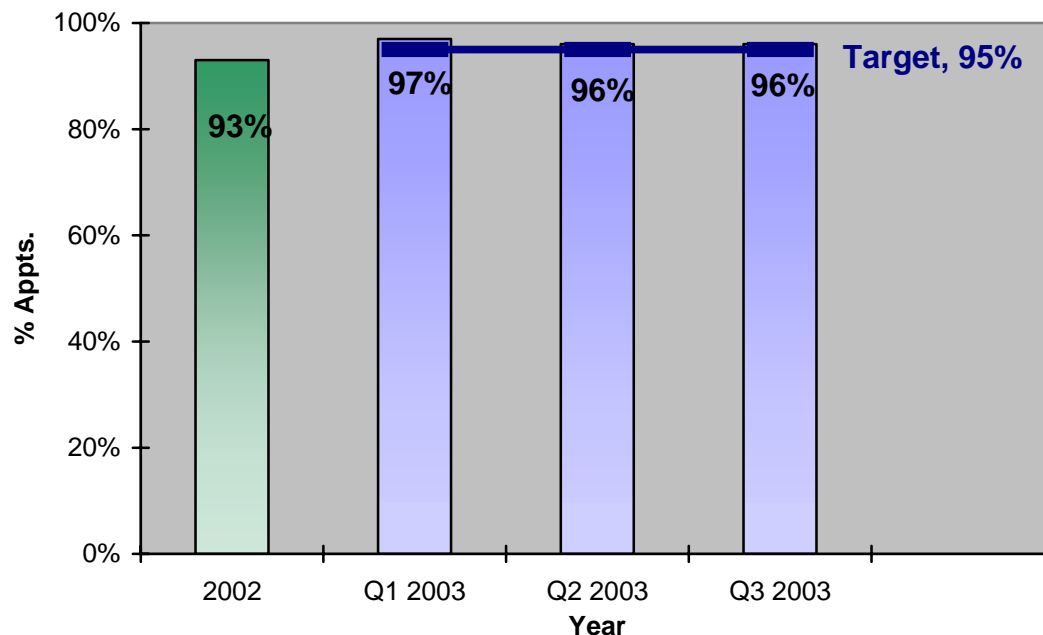
Pre-subdivision applications are a leading economic indicator of the health of the housing industry as well as the economy in general. These applications lead actual residential construction by one to five years and are therefore an excellent predictor of long-term economic growth or contraction. The first three quarters of 2003 exceed both 2001 and 2002 totals for the year.

Goal being measured: Promote quality communities and protect the natural environment by consistently applying regulations and developing regulatory improvements.



Department of Development and Environmental Services

Measure: Building inspection appointments made within the 24-hour standard



What does this measure tell us?

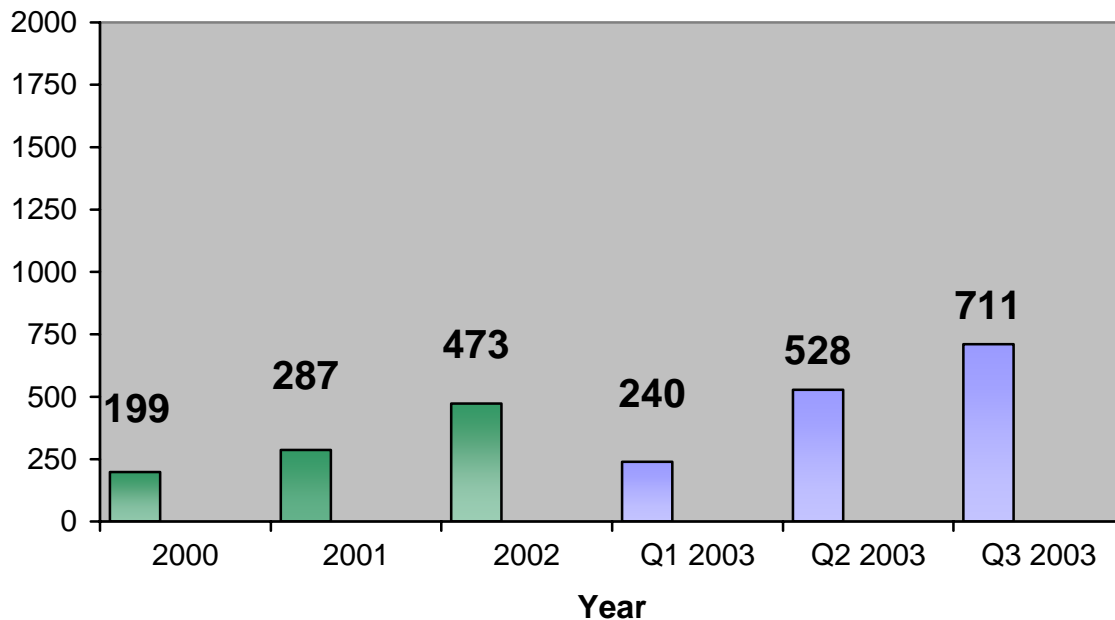
Data collection for this measure began in 2002. Builders are required to have the approval of department inspectors before proceeding with the next step of construction. If approval is not received within the 24-hour period, construction activities are delayed resulting in increased costs and a high level of customer dissatisfaction. Year to date efforts in 2003 indicate that the department is exceeding its target to complete 95% of building inspections within the 24-hour standard.

Goal being measured: Promote quality communities and protect the natural environment by consistently applying regulations and developing regulatory improvements.



Department of Development and Environmental Services

Measure: Visits to the DDES web-site (in thousands)



What does this measure tell us?

DDES is an important source of information not only for the building and land development industry but the “down stream” industries such as real estate sales, title insurance, building products and banking. The creation of the web site has provided access to a voluminous body of information related to “how to” within King County and also provides information to related industries for their separate purposes. Business users are able to engage in their pursuits without visiting or calling DDES. The web site also helps minimize requests to the Department for special reports.

Measures of Goal: Deliver dependable customer service.